![KHIE logo](Kentucky Health Information Exchange — Connecting Kentucky. Improving Healthcare.)

Kentucky Health Information Exchange (KHIE)

ePartnerViewer Login:
Kentucky Online Gateway (KOG) and Multi-Factor Authentication (MFA)

Quick Reference Guide

March 2022

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Illustrations

Illustrations contained herein are intended for example purposes only. The patients and providers depicted in these examples are fictitious. Any similarity to actual patients or providers is purely coincidental. Screenshots contained in this document may differ from the current version of the HealthInteractive asset.

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Document Control Information

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Table of Contents

1   Introduction

Overview

This quick reference guide covers how to register for a Kentucky Online Gateway (KOG) account and complete Multi-Factor Authentication (MFA) to access KHIE's ePartnerViewer portal. Additionally, this quick reference guide covers how to properly login and log out of the ePartnerViewer portal.

All examples and screenshots used in this guide are simulated with mock data; no Protected Health Information (PHI) is present.

Please Note: All screenshots shown throughout this document reflect how Users would interact with the ePartnerViewer while using a desktop or tablet device. While core functionality remains the same across multiple devices, interface components may vary in presentation.

Supported Web Browsers

Users must access the ePartnerViewer with a supported web browser. The ePartnerViewer is configured to support the following modern browsers on desktop, tablet, and mobile devices:

Desktop Browser Version	Mobile Browser Version
Microsoft Internet Explorer	
Not supported	Not supported
Microsoft Edge	
Version 44+	Version 40+
Google Chrome	
Version 70+	Version 70+
Mozilla Firefox	
Version 48+	Version 48+
Apple Safari	
Version 9+	iOS 11+

Please Note: The ePartnerViewer does **not** support Microsoft Internet Explorer. To access the ePartnerViewer, Users must use a modern browser such as Google Chrome, Microsoft Edge, Apple Safari, or Mozilla Firefox.

Mobile Device Considerations

The ePartnerViewer is based on responsive design. This means it renders in the best format based on the user's device size. Responsive design applies to mobile, tablet, and desktop devices. Tablet devices in landscape display mode are considered desktop.

Accessing the ePartnerViewer

To access the ePartnerViewer, users must meet the following specifications:

1. Users must be part of an organization with a signed Participation Agreement with KHIE.

2. Users are required to have a Kentucky Online Gateway (KOG) account.

3. Users are required to complete Multi-Factor Authentication (MFA).

2   KOG Registration and Login

Create a KOG Account

1. When provisioned with a role in the ePartnerViewer, you will receive an invitation email to register for the Kentucky Online Gateway (KOG).

2. Click the ***Click here to complete the process* hyperlink** located in the Invitation email.
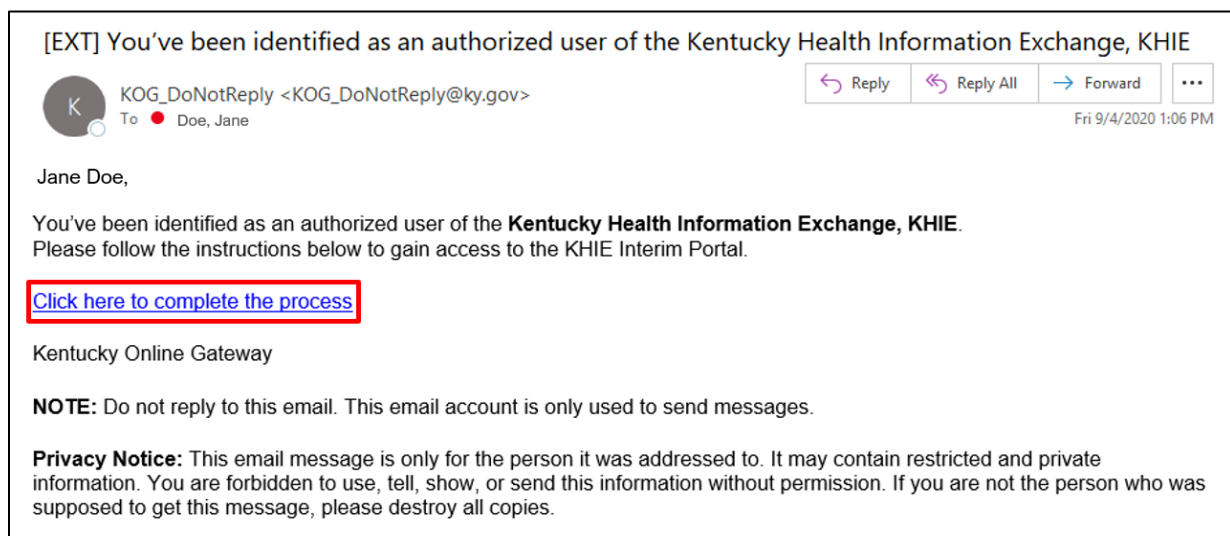
> **Please Note:** This link is active for seven days. The registration link is only valid for a one-time use. If you click the link and do <u>not</u> complete the registration process, a new link must be sent.
>
> If the link expires, the KHIE Organization Administrator must send another invitation to create a Kentucky Online Gateway (KOG) account.

3. The **Welcome to the Kentucky Online Gateway** screen displays. If you do not have an existing KOG account, click **Create Account**.

Please Note: If you already have an existing KOG account with the **same email address** from which you received the invitation to enroll, do **not** create a new account. Log into KOG using your existing credentials.

4. Enter the Registration Information on the **Kentucky Online Gateway Profile** screen. Mandatory fields are marked with asterisks (*).

5.   Enter your **First Name** and **Last Name** in the appropriate fields.

6.   If applicable, enter your **Middle Name**.

All fields with * are required.

* First Name	Middle Name	* Last Name

7.   Enter your **Email Address**.

8.   Confirm your **Email Address** in the *Verify Email Address* field.

The new account's email address should be a valid existing email address the user can currently access. The email address must be entered in a valid format, for example, john.doe@example.com. Don't have an email account? Sign up for a free one by selecting one of these three providers: **GMAIL, OUTLOOK, YAHOO**

* First Name	Middle Name	* Last Name
Jane		Doe

* E-Mail Address	* Verify E-Mail Address
jane.doe@gmail.com	

* Password	* Verify Password

Mobile Phone   Language Preference

Please Note: You MUST register using the same email address from which you received the invitation to enroll.

9.   Enter your **Password**.

10. Confirm your **Password** in the *Verify Password* field.

A password must be at least 8 characters in length and must contain at least one number, one lowercase letter, and one uppercase letter. It may not contain more than 3 consecutive characters from your Firstname or Lastname You will use this password to Sign in to Kentucky Online Gateway.
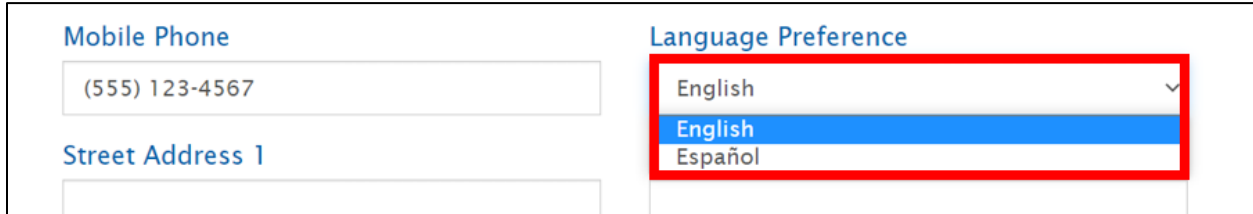
* E-Mail Address	* Verify E-Mail Address
jane.doe@gmail.com	jane.doe@email.com

* Password	* Verify Password

Mobile Phone	Language Preference
	English ⌄

11. You have the option to register a phone number to associate with your KOG account. To register a phone number to your KOG account, enter your **Mobile Phone Number**.

Please enter a valid mobile number that you would like to associate with your account. This would help in trying to reset your password or in receiving any updates related to your account.
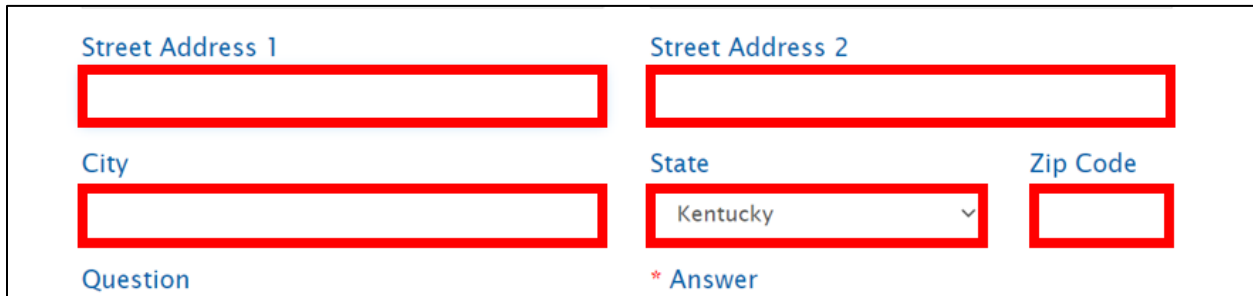
· · · · · · · · · · ·	· · · · · · · · · · ·
Mobile Phone	Language Preference
(___) ___-____	English ⌄
Street Address 1	Street Address 2

12. You have the option to select your **Language Preference** from the dropdown menu.
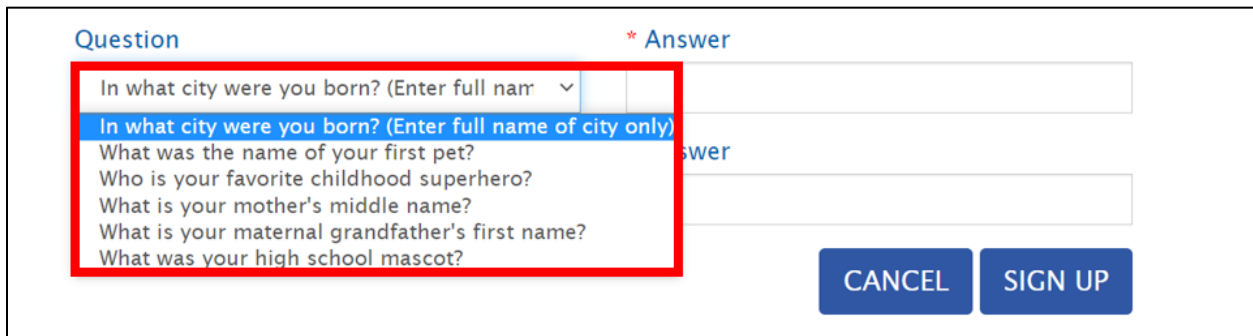
13. If applicable, enter your **Street Address**, **City**, **State**, and **Zip Code**.

14. Select your preferred **Security Question** from the *Question 1* dropdown menu.

15. Enter your **Answer** to Security Question 1 in the *Answer* field.

16. Select your preferred **Security Question** from the *Question 2* dropdown menu.

17. Enter your **Answer** to Security Question 2 in the *Answer* field.

18. After completing the mandatory fields, click **Sign Up**.

19. After clicking **Sign Up**, you will be directed to a screen displaying the following message:

    Your account has been requested and is pending email verification. Please check your email and click on the link provided to verify your account.

20. You must check your email to complete the KOG Account Validation process.

Please Note: If the verification email is not in the inbox, check the *Junk* and *Spam* folders.

KOG Account Validation

21. You will receive an email at the email address you provided when creating the account. This email is titled *Account Verification* from KOG_DoNotReply@ky.gov.

22. Click the **hyperlink** in the email to proceed to the **Validate New Account** screen.

From: KOG_DoNotReply <KOG_DoNotReply@ky.gov>
Date: September 4, 2020 at 1:31:47 PM EDT
To: jane.doe@gmail.com
Subject: Account Verification
Reply-To: <KOG_DoNotReply@ky.gov>

Jane Doe (jane.doe@gmail.com)

This email is to help you complete the last step of account set-up.

Your Org User account username is: jane.doe@gmail.com

Click on the below link now, to activate your account.

https://kog.chfs.ky.gov/public/fwlink/?linkid=7cf0b4e1-9d40-420e-be22-c54118a26aba

If you need any assistance further, please contact the Kentucky Online Gateway HelpDesk.

Kentucky Online Gateway
Kentucky Online Gateway HelpDesk

NOTE: Do not reply to this email. This email account is only used to send messages.

23. The **Validate New Account** screen displays. If you registered your phone number, you will have the option to receive a passcode via text.

• To register a phone number, enter a phone number and click **Send Passcode**.

• If you do not want to register a phone number, click **Skip and Continue** to proceed.

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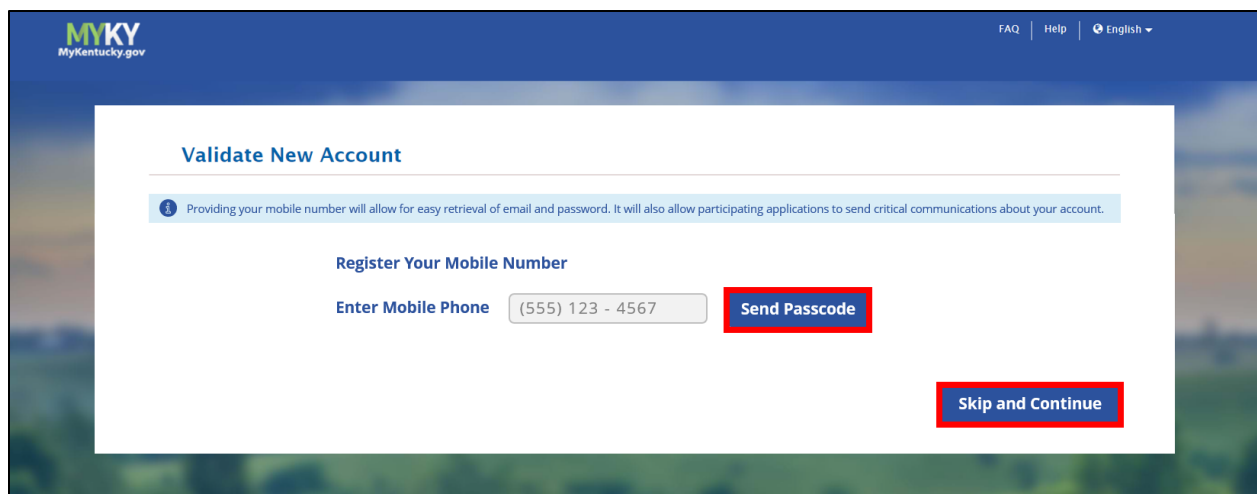
24. You must click **Continue to Sign in** to navigate to the **KOG Sign In** screen and complete the account creation process.
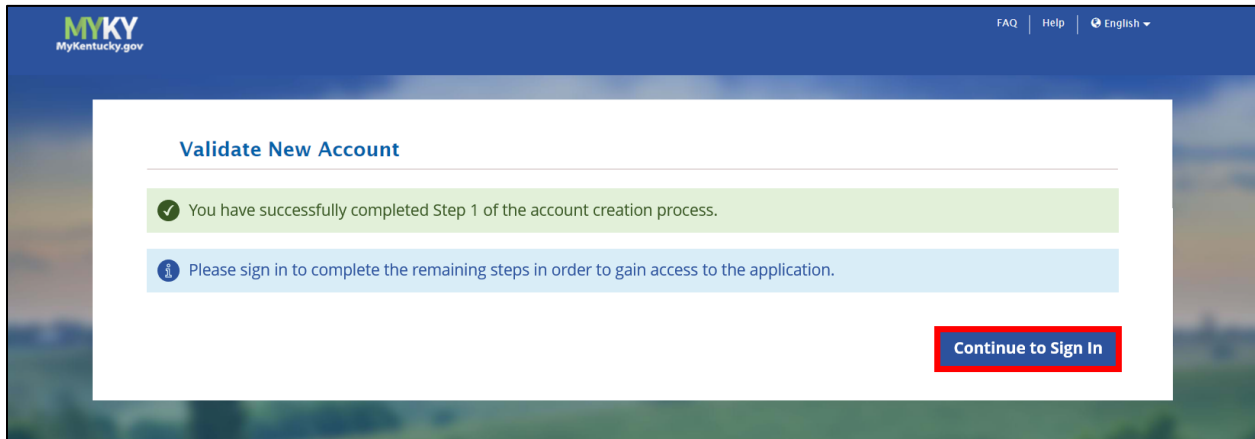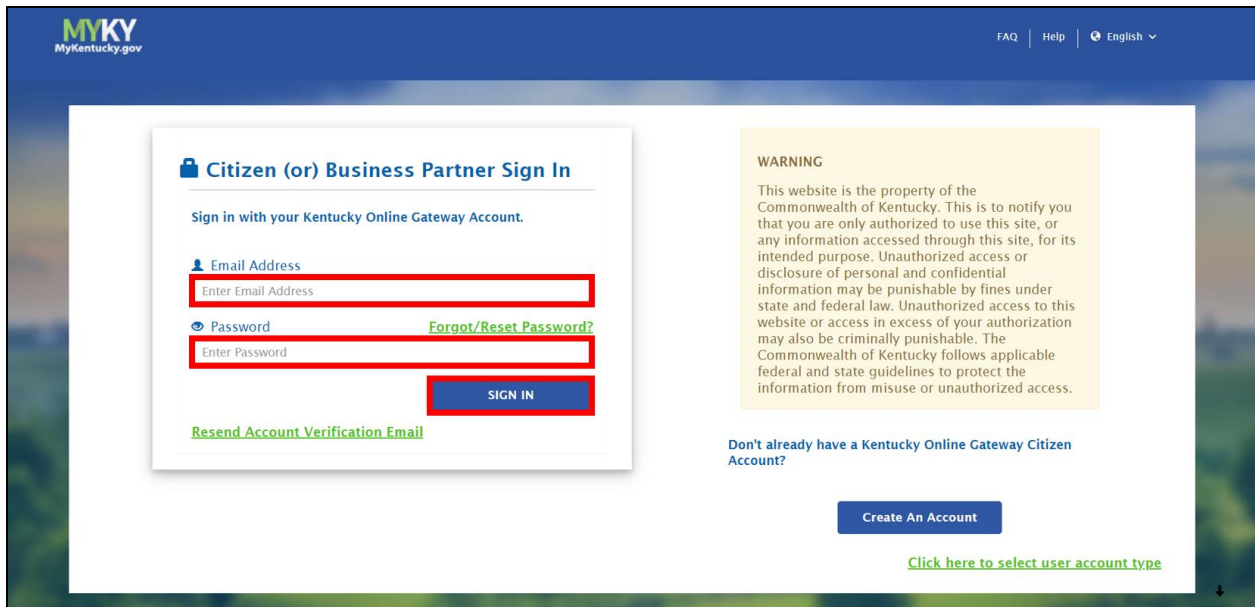

25. The **KOG Sign In** screen displays. Enter your **Email Address**.

Please Note: You must enter the email address provided when you created your KOG account.

26. Enter your **Password**.

Please Note: Your password is the password you created when set up your KOG account.

27. Click **Sign In**.

28. After logging in, you have the option to register as an organ donor.

- To register as an organ donor, click **Yes, Register Now**.

- If you do not want to register as an organ donor, click **Remind me later** to proceed.

3   Multi-Factor Authentication

After logging in, you are asked to complete Multi-Factor Authentication or MFA. You have the option to receive an MFA passcode by Email or Text.

MFA by Email Verification

1. To receive the MFA passcode by email, select the **MFA by Email Verification** button and click **Send Passcode**.

2. The **Email Multi-Factor Authentication** screen displays. To locate the passcode, you must open your email in a separate tab.

3. You must open an email titled *Passcode for MFA* from KOG_DoNotReplay@ky.gov.
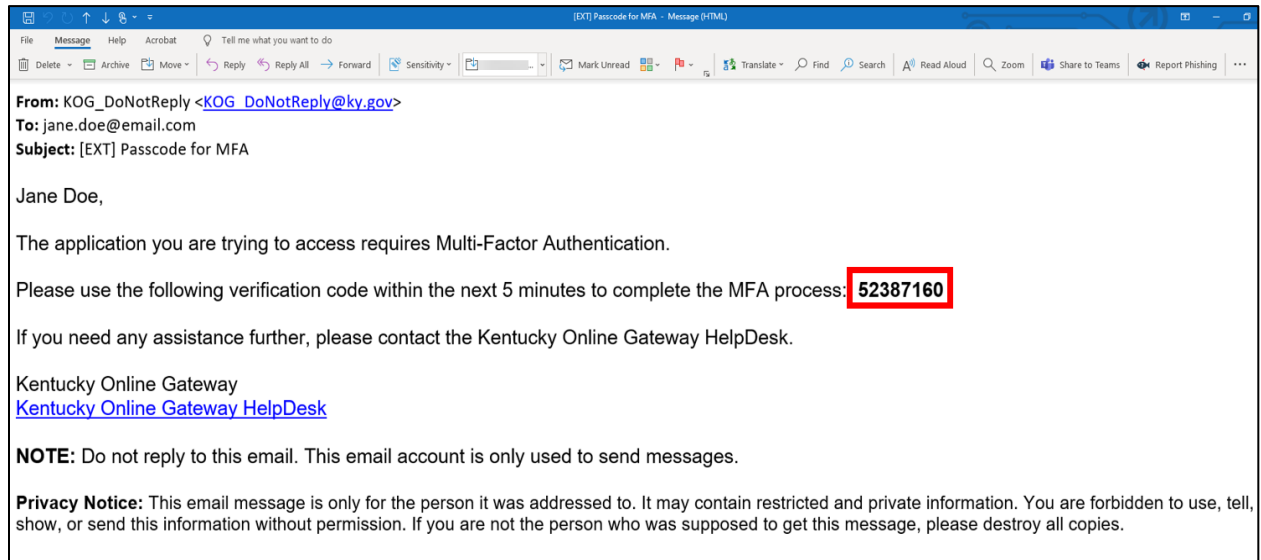
4. On the **Multi-Factor Authentication** screen, enter the **8-digit code** that is in the body of the email into the *Enter Passcode* field.

5. Click **Authenticate** to proceed.
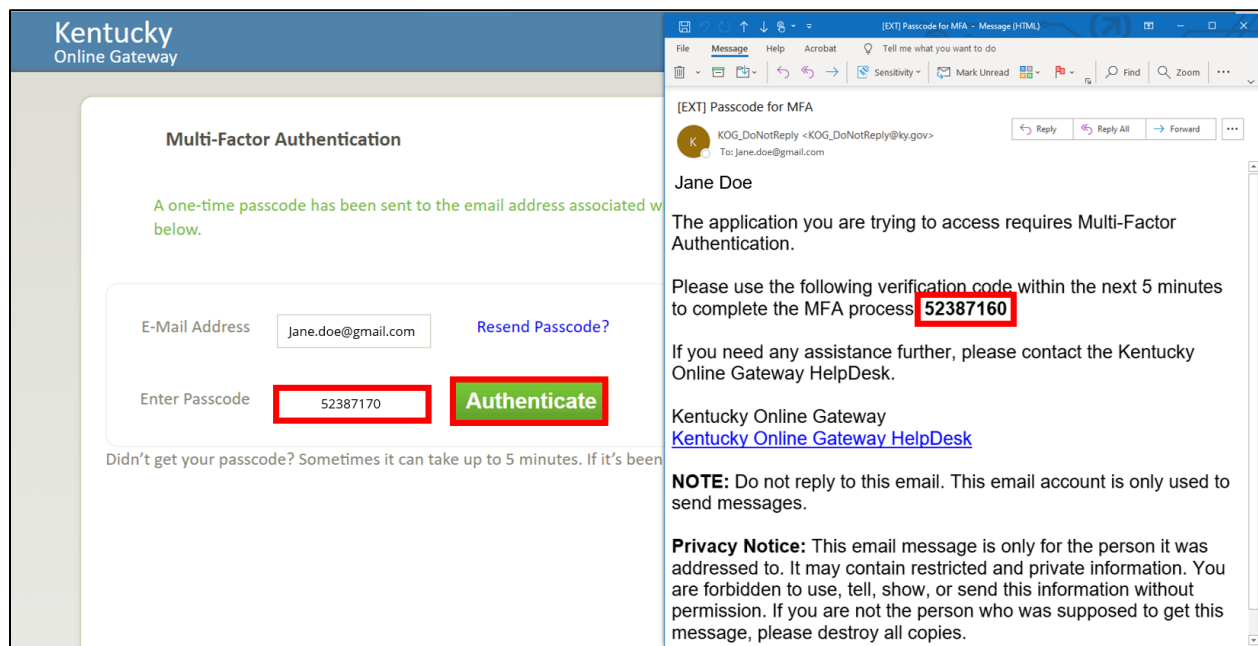
MFA by Phone Verification

1. To receive the MFA passcode by text, click the **MFA by Phone Verification** button.

2. If you have not registered your phone number, click the ***Click here to register your Mobile number hyperlink***.

3. The **Register Your Mobile Number** screen only displays when you have <u>not</u> registered your phone number. To register your phone number, you must enter your **mobile phone number** and click **Send Passcode**.
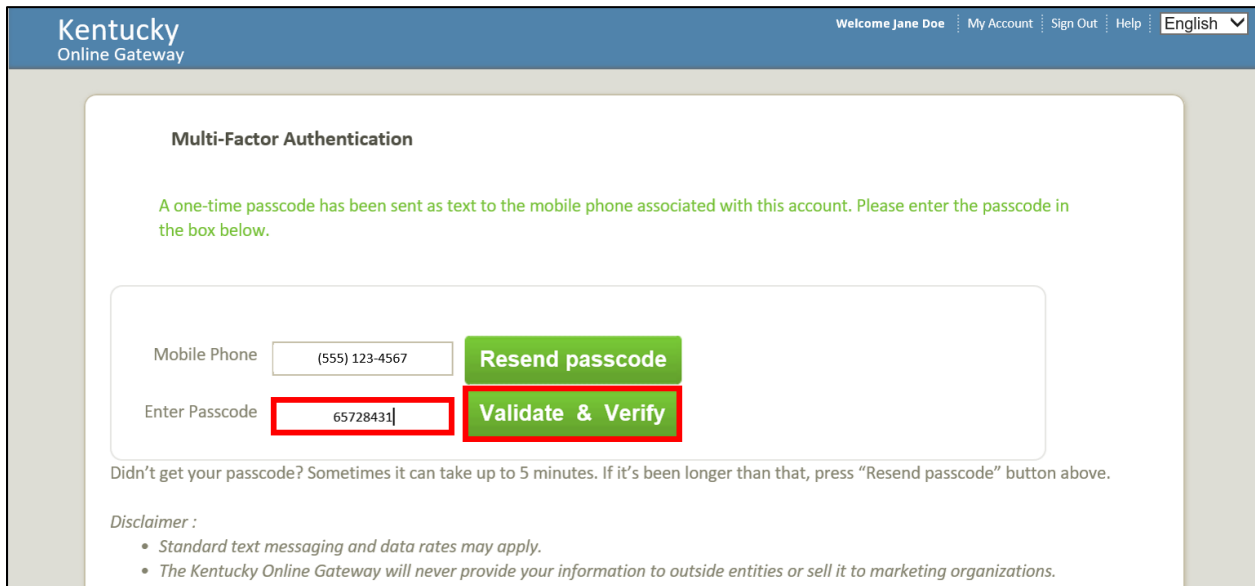

Please Note: The **Register Your Mobile Number** screen does **<u>not</u>** display for Users who have already registered their phone number.

Instead, these Users will be prompted to enter the passcode to validate and verify identify on the **Multi-Factor Authentication** screen.

4. You will receive a text message from the Kentucky Online Gateway that will include a passcode that will be used for verification.
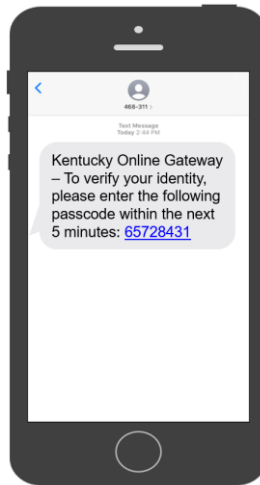
Please Note: It may take up to 5 minutes to receive the passcode via text message. You should click **Resend passcode** if you did not receive the text message within 5 minutes.

5. To verify the mobile number, enter the **8-digit code** from the text message into the *Enter Passcode* field on the **Multi-Factor Authentication** screen.

6. Click **Validate & Verify** to proceed.

Please Note: You must enter the passcode within 5 minutes of receiving the text message.

4 Logging into the ePartnerViewer

1. Before accessing the ePartnerViewer, you must log out from any active KOG session or ePartnerViewer session and close the browser window.

2. To navigate to the ePartnerViewer, enter the following **ePartnerViewer URL** in a supported browser window: **https://epartnerviewer.khie.ky.gov**
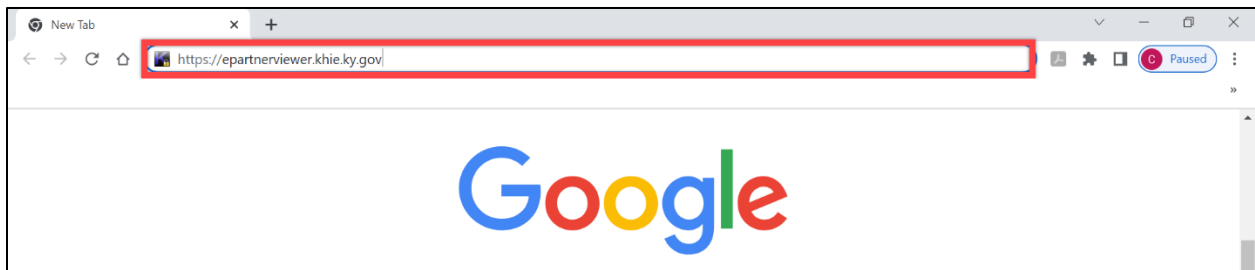
Please Note: The ePartnerViewer does **not** support Microsoft Internet Explorer. To access the ePartnerViewer, Users must use a modern browser such as Google Chrome, Microsoft Edge, Apple Safari, or Mozilla Firefox.

3. The **Welcome to the Kentucky Online Gateway** screen displays. To login to the ePartnerViewer, click **Sign In**.
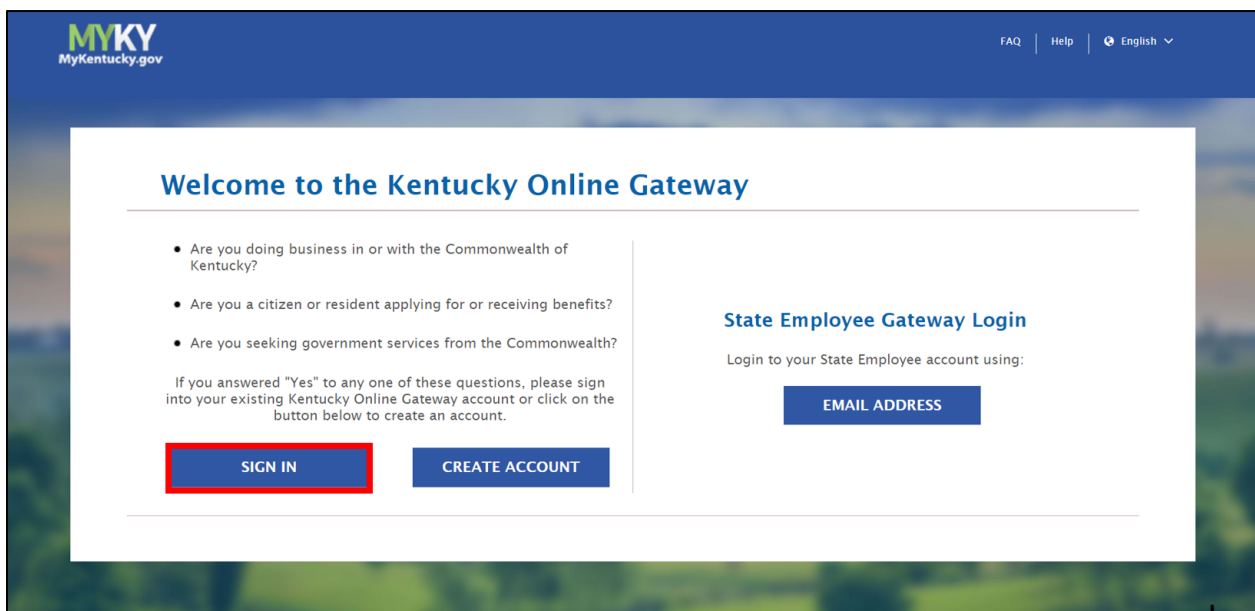
Please Note: If you are a State Employee, click **Email Address** under the *State Employee Gateway Login* section on the right side of the **Welcome to the Kentucky Online Gateway** screen.

4. The **KOG Sign In** screen displays. Enter your **Email Address**.

5. Enter your **Password**.

Please Note: You must enter the email address and password provided when you created your KOG account.

6. Click **Sign In**.

Please Note: You also have the option to access the ePartnerViewer from KOG **after** logging into KOG. To navigate to the **Welcome to the Kentucky Online Gateway** screen and begin logging in, you must enter the following URL in a supported browser window: **kog.chfs.ky.gov**.

Once you have completed logging into KOG, you will be navigated to the **KOG Dashboard** screen. To access the ePartnerViewer, you must click **Launch** on the KHIE ePartnerViewer application located on the **KOG Dashboard** screen.
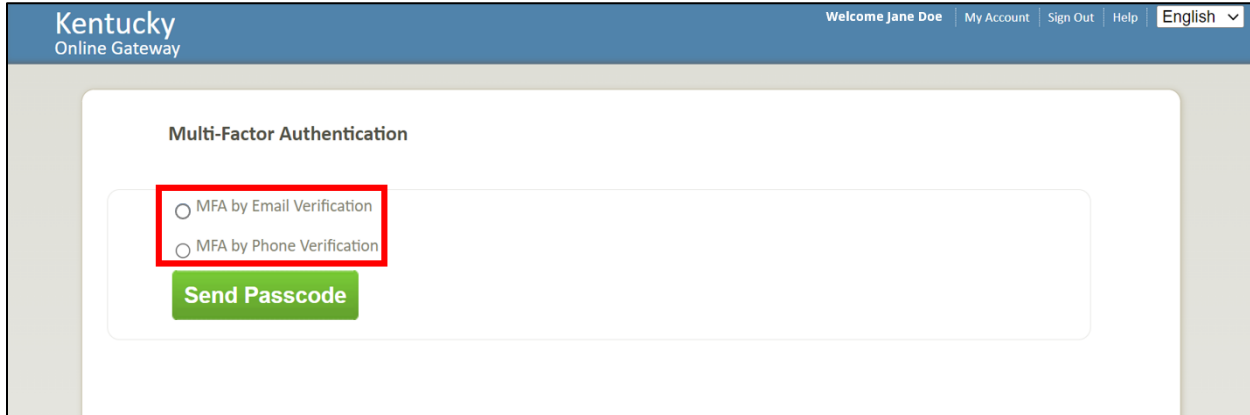
7. **Multi-Factor Authentication**. After logging in, you are asked to complete Multi-Factor Authentication or MFA. You have the option to receive an MFA passcode by Email or Text.

- To complete Multi-Factor Authentication by Email, you must complete steps 1 through 5 in sub-section *MFA by Email Verification*.

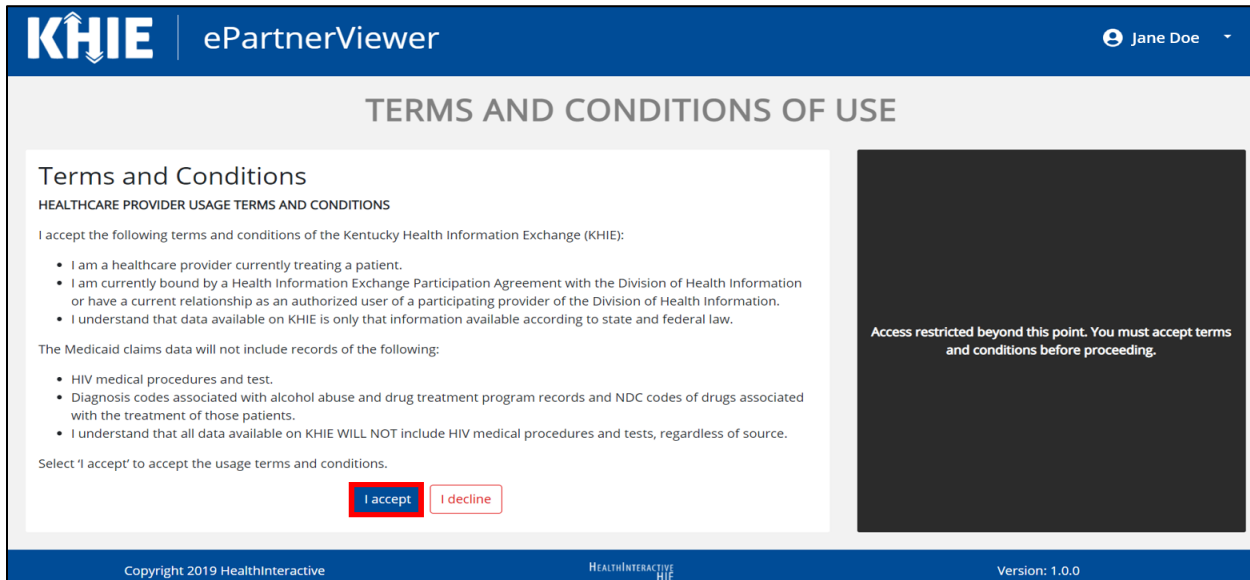- To complete Multi-Factor Authentication by Text, you must complete steps 1 through 6 in sub-section *MFA by Phone Verification*.

Terms and Conditions of Use and Logging In

After logging into the Kentucky Online Gateway, launching the ePartnerViewer application, and completing Multi-Factor Authentication, the **Terms and Conditions of Use** screen displays. Privacy and security obligations are outlined for review.

8. You must click **I Accept** every time before accessing a patient record in the ePartnerViewer.

Please Note: The right side of the Portal is grayed out and displays a message that states:

Access is restricted beyond this point. You must accept the terms and conditions before proceeding.

9. Once you click **I Accept**, the grayed-out section becomes visible. A message appears that indicates you are associated with an *Organization*. (This is the name of your organization.)

10. Click **Proceed to Portal** to continue.

Please Note: If you click **Cancel**, a pop-up notification displays that indicates you are *about to be logged out. Use of the ePartnerViewer portal is subject to the acceptance of KHIE's Terms of Use.*

To proceed to the ePartnerViewer, click either **Logout Now** or **Cancel**.
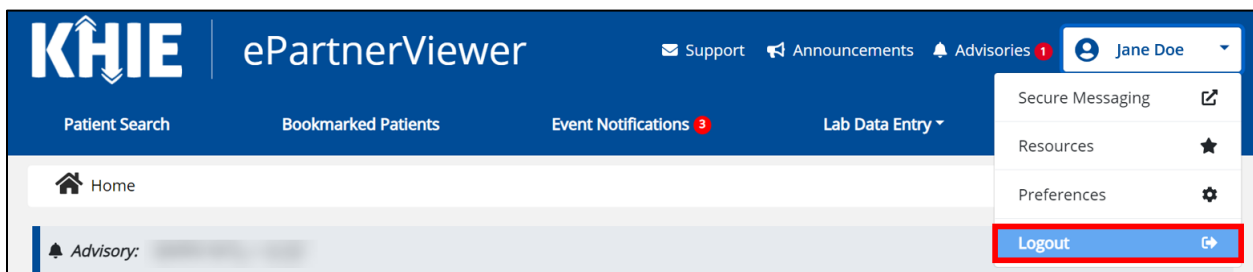
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5   Logging Out of the ePartnerViewer

Users must completely **log out** and close all ePartnerViewer tabs in order to maintain security and to avoid session timeout issues.

1. To log out of the ePartnerViewer, click your **User Profile** displayed in the top right corner of the blue navigation bar.

2. Select **Logout** from the dropdown menu.

3. To confirm that the logout was successful, you must wait for the **Signing Out of Kentucky Online Gateway** screen to fully load **_before_** closing out of the browser window.

4. Once the **Signing Out of Kentucky Online Gateway** screen has fully loaded, click the **X button** at the top right corner to close out of the browser window.
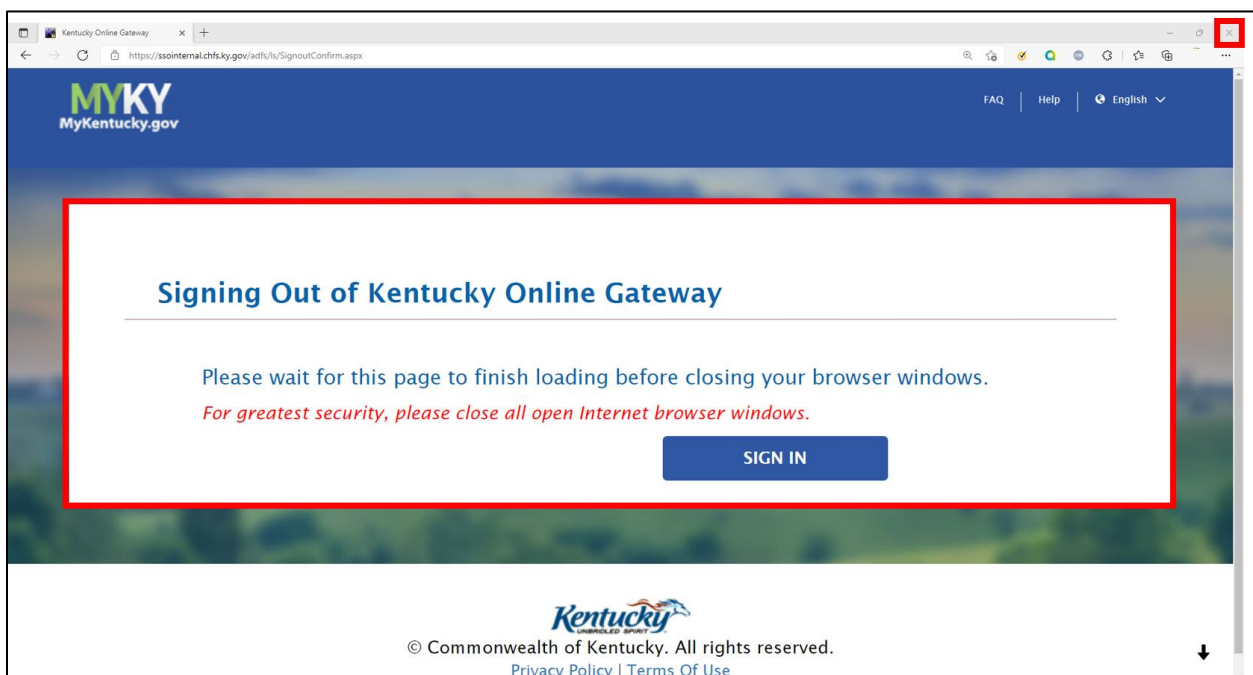
> **Please Note**: You must properly logout and close the browser window to end the ePartnerViewer session. If you do **not** properly close the ePartnerViewer session, you may experience session timeout issues when attempting to access the ePartnerViewer in a new browser window (i.e., you may be logged out because another ePartnerViewer session is still active in a different browser window).
>
> To avoid session timeout issues in the ePartnerViewer, you should have only **one** active ePartnerViewer session at a time.

6   Technical Support

Support Tab

Use the Support Tab in the ePartnerViewer located in the blue navigation bar at the top of the screen to seek assistance or log issues.
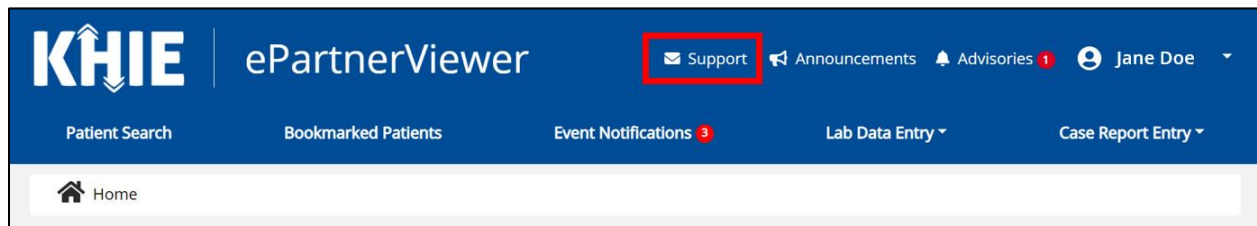
Toll-Free Telephone Support

For questions and assistance regarding the ePartnerViewer, please call 1 (877) 651-2505.

Email Support

To submit questions or request support regarding the ePartnerViewer, please email KHIESupport@ky.gov.